DOH-Miami-Dade

Using Results Scorecard to Track Performance

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Scorecard presentation to Washington DOH
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Miami-Dade County Profile

- Miami-Dade- 7th largest County in the Nation

- 2012 Population (US Census) - 2.6 M+

- More than 14 million visitors annually

- We are part of the Florida Department of Health (1 OF 67 CHDs)

- Largest health department in Florida

- 750 +/- Team Members

- Customer Satisfaction: Satisfied: 33%, Very Satisfied: 65%

- Employee Satisfaction 71% in 2015

    - Participation: 71.7%

Our Mission, Vision, Values

OUR MISSION

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts

OUR VISION

To be the **Healthiest State** in the Nation

Core Values – I CARE

Innovation

Collaboration

Accountability

Responsiveness

Excellence

Results Scorecard History

2010 - 2011:

- Department considered upgrading our scorecard from excel spreadsheets

- Reached out to partners

- Considered three Systems/Software
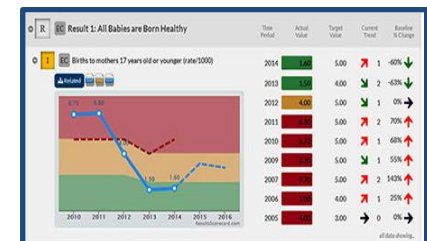
- Benchmarked with Los Angeles CHD

ActiveStrategy

PBL

Results Scorecard

The Cost

Simple Pricing - based on the number of users that will be accessing Results Scorecard

Monthly Cost: $50/user

Monthly cost includes:
- All Software Features
- Unlimited Scorecards
- Email and Community Tech Support
- Comprehensive Virtual Training Resources
- Embed Scorecards On our Websites
- Paying annually or monthly / no contract required
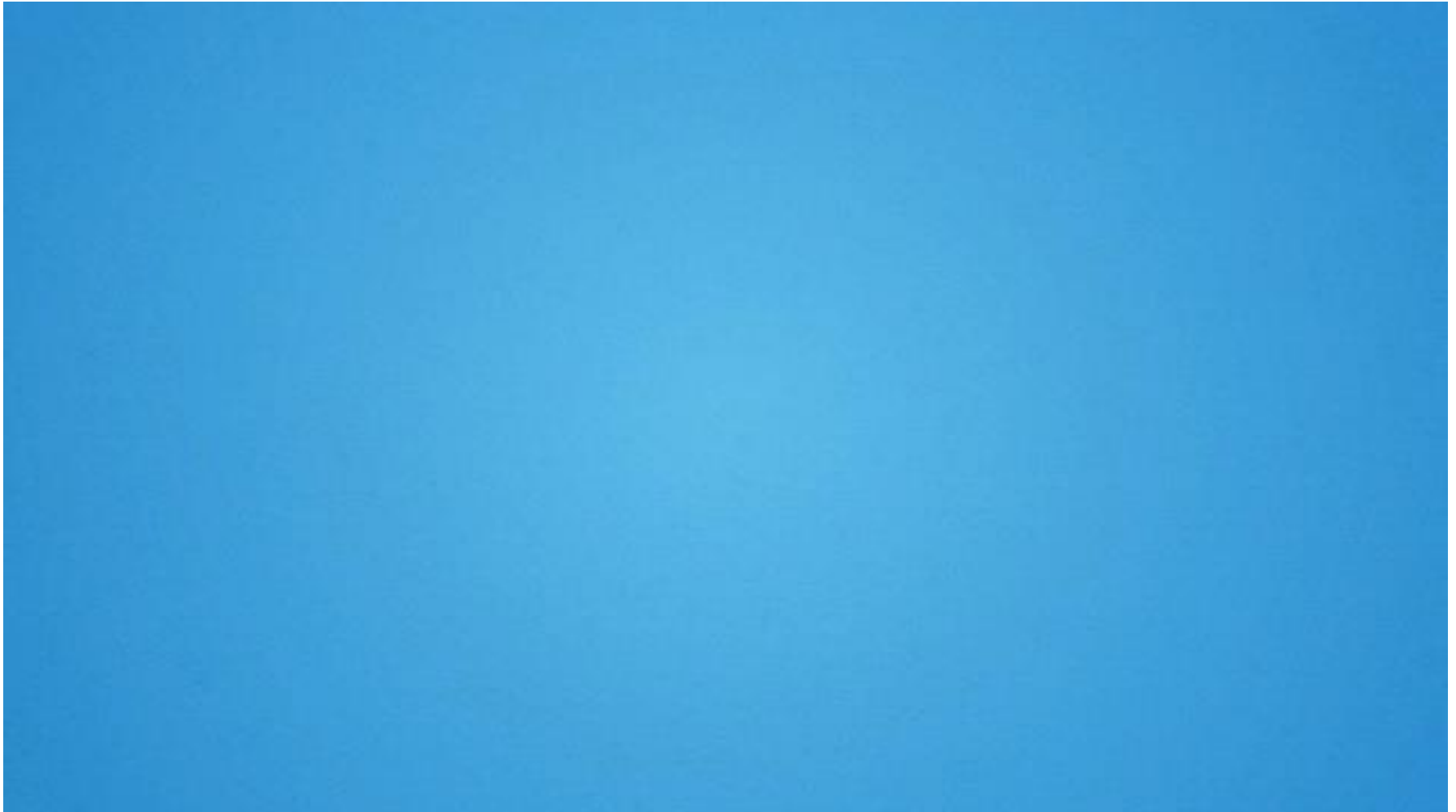
Technical Requirements

Results Scorecard runs on all modern web browsers and requires no additional plugins or resources to be installed on local computers. All you need is a browser and an internet connection.

Supported Browsers:

- Internet Explorer 11
- Microsoft Edge
- Apple Safari
- Google Chrome
- Mozilla Firefox
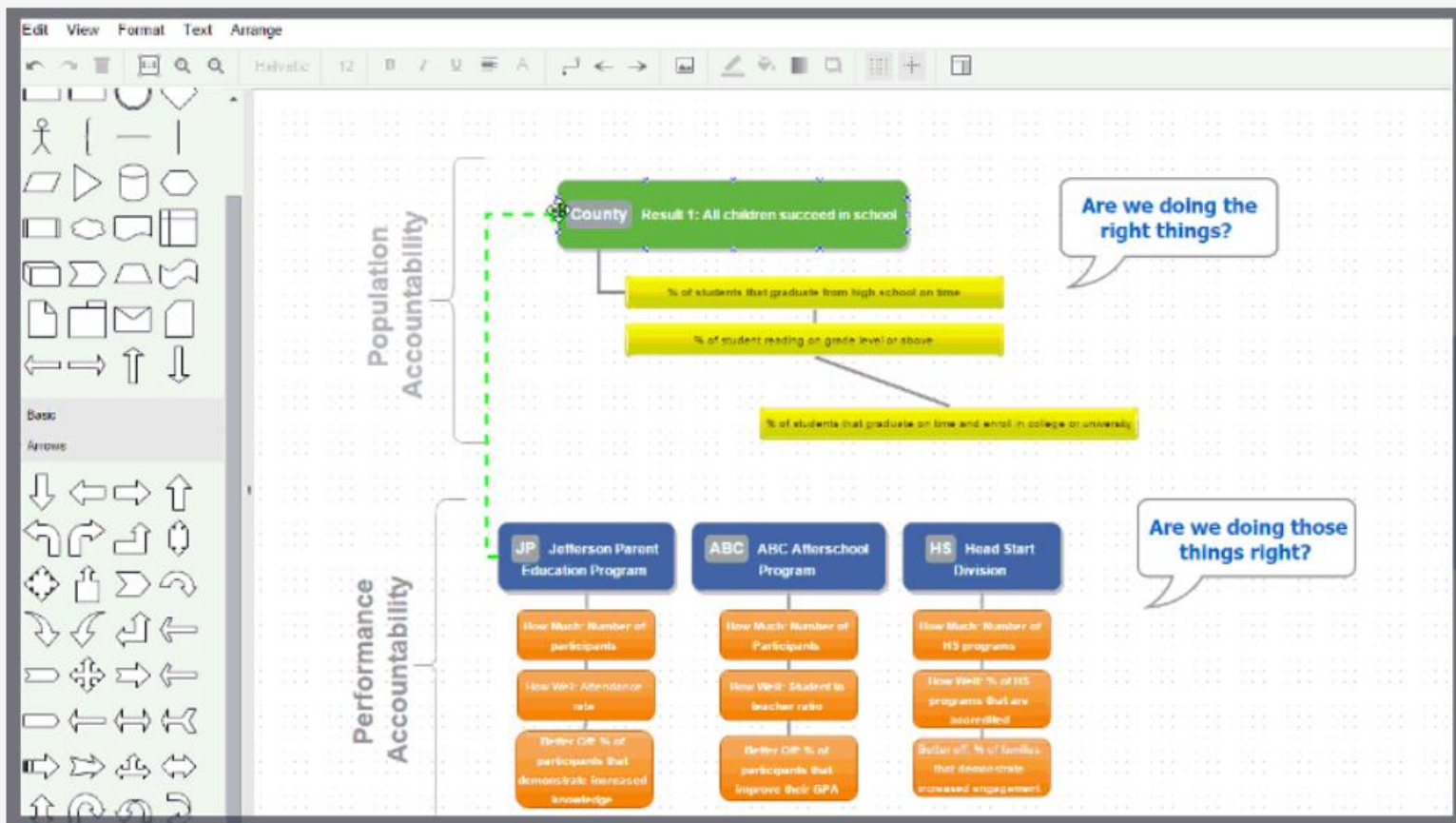
What is Results Scorecard?

In-Browser Strategy Mapping

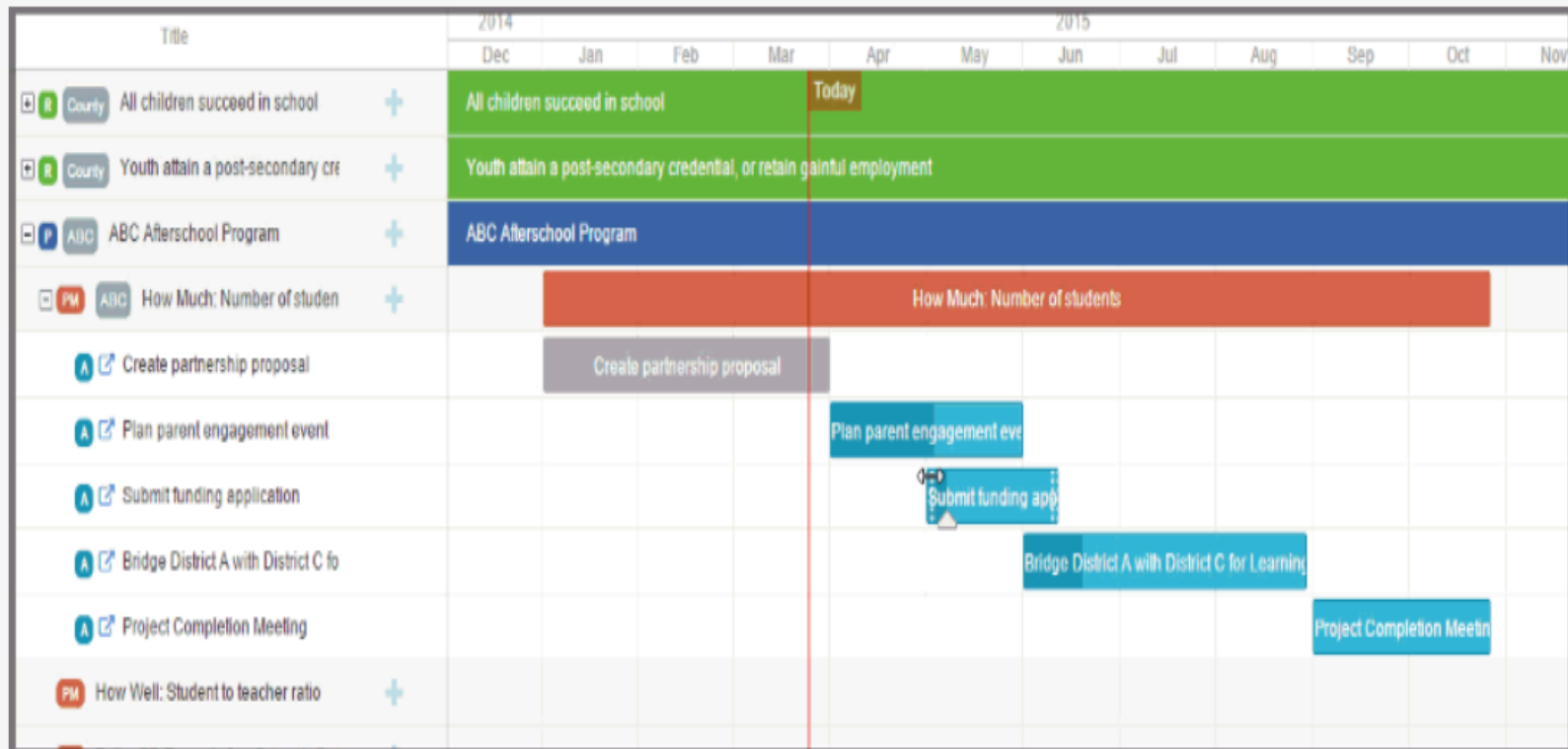Visually align your strategy to create organizational alignment

Create a clear line of sight between your organization's individual efforts and your high-level community goals

Gantt Charting

Easily manage your projects and connect your individual actions to the high-level goals

Connect, share & collaborate

Easily connect with your partner organizations to share data, coordinate efforts, and create collective impact

Results Scorecard Shared Practices Network

Template Library

RWJ County Health Ranking

PHAB

United Way

Library of commonly used scorecards from various communities and organizations

Virtual RBA Facilitator

Series of videos that will guide new users through each step of the most important aspects of the RBA process, including:

- Selecting Results & Indicators
- Selecting program performance measures
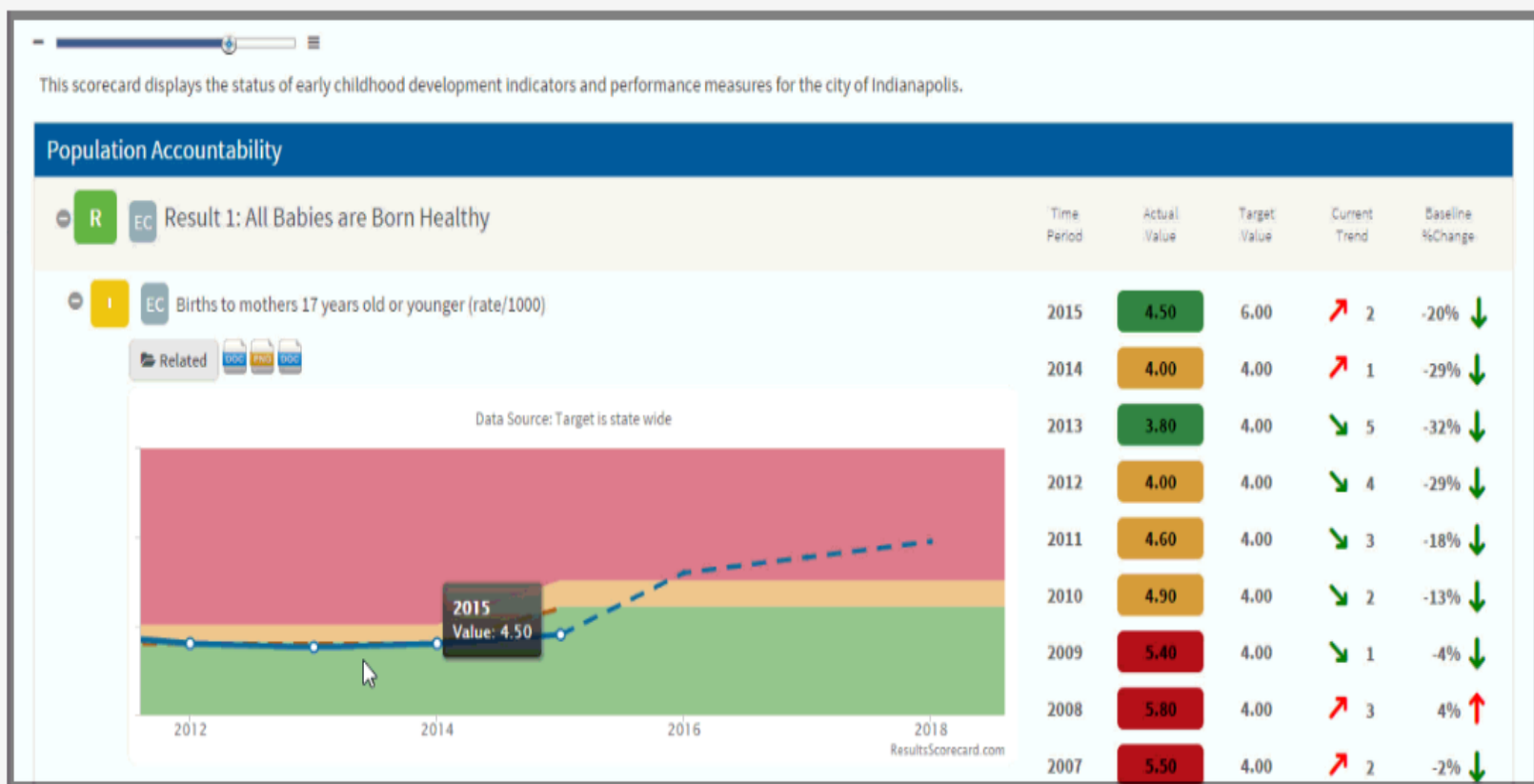- Completing the 'Turn the Curve' exercise or template
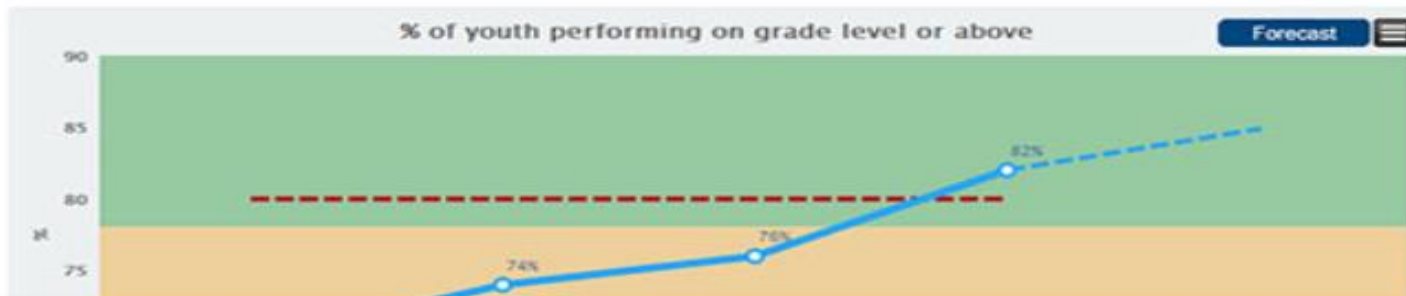
Interactive Scorecards

Snapshot overview of performance and contributions

Analyze data with its color graphics

Selecting measures will take you to turn the curve view

What is the story behind the curve?

- What are some of the causes and forces at work in your community for this indicator?

- Ask the question "why" three times to get at root causes

- What are the key contributing factors?

- Who are the partners with a role to play in helping you "turn the curve"?

The Certified Administrator Training is a thorough, interactive, training and certification course.

- HIGH QUALITY VIDEOS
  - Includes over 5 hrs of training videos

- HANDS-ON EXERCISES
  - Exercises facilitate skill-building and include step-by-step instructions

- LEARNING REINFORCEMENT QUIZZES
  - Quizzes in each module help you prepare for the test and reinforce learning

- PERSONAL LIVE SUPPORT
  - You get two 30 minute sessions with a consultant to ask questions

Currently at DOH-Miami-Dade

- 300 Performance Measures
  - All grouped into 30 programs/units
  - CHIP
  - Strategic Plan
  - Accreditation Template (for future use)

- 37 User Accounts

- 1 Scorecard Coordinator/Administrator

Customer Service/TA

- Prompt email response
  - Within 24 hrs.
  - Continuously taking customer feedback to improve the system

- Video tutorials available

Staff Training

Originally trained:
- Senior Leaders
- Managers
- Scorecard Liaisons

Software Updates:
- Scorecard Coordinator trains users in small groups as needed

Training Workshops available
- Opportunity to send staff working closely with the system

Live Demonstration

- Programmatic Performance Measures/Indicators

- Video Tutorials

- CHIP

- Strategic Plan

- Template Library